GREENPOWER™

Troubleshooting

Troubleshooting: fail to start-trouble in starter system

Trouble reason: battery not connected or wrong connection.

Solution: connect the battery in correct way, as follow:

Note: the above two solution only for generator set with electric starter, battery in normal condition the voltage output value is 13.2～14.8 V.

Troubleshooting: fail to start-trouble in starter system

Black, Negative (-)

Red, Positive (+)

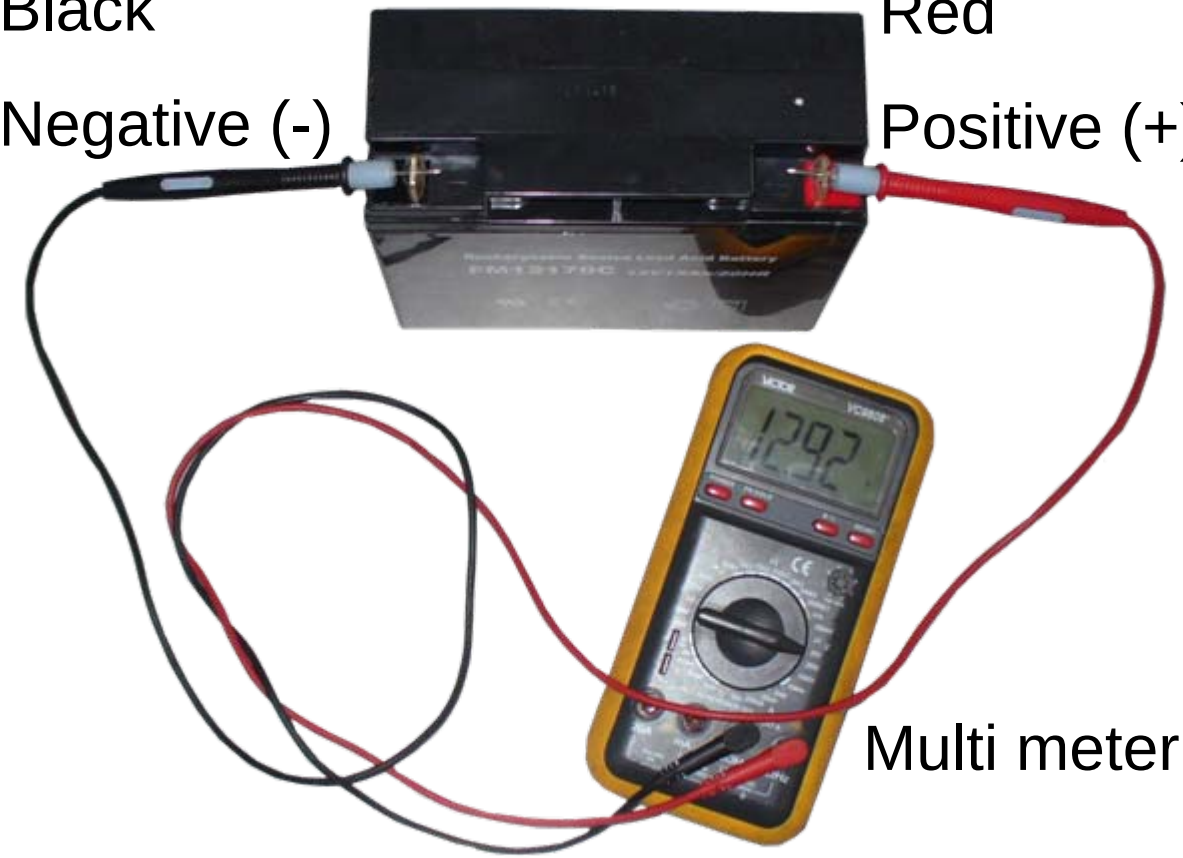
Troubleshooting: fail to start-trouble in starter system

Trouble reason: battery not charged or damaged.

Solutions: measure battery voltage output with Multimeter as follow picture, if there is voltage output and it's value under 12 V, the battery should be recharged; if there is no voltage output, battery is damaged, replace the battery.

Note: the above two solution only for generator set with electric starter, battery in normal condition the voltage output value is 13.2～14.8 V.

Troubleshooting: fail to start-trouble in starter system



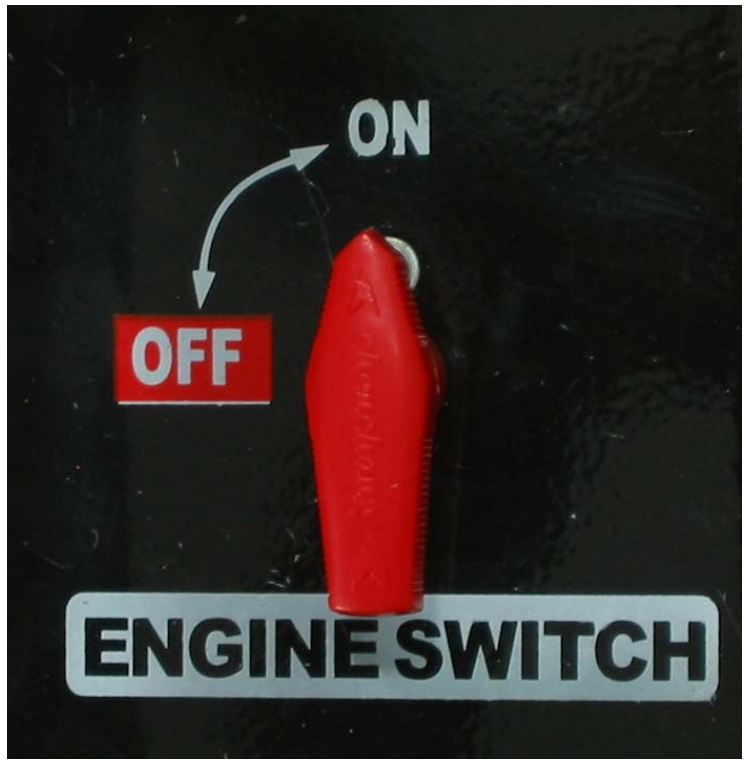
Troubleshooting: fail to start-trouble in gas system

Trouble reason: manual shutoff valve is shut off, or the engine switch is at OFF position

Solution: open manual shutoff valve or turn the engine switch to ON position

Troubleshooting: fail to start-trouble in gas supply system

Close

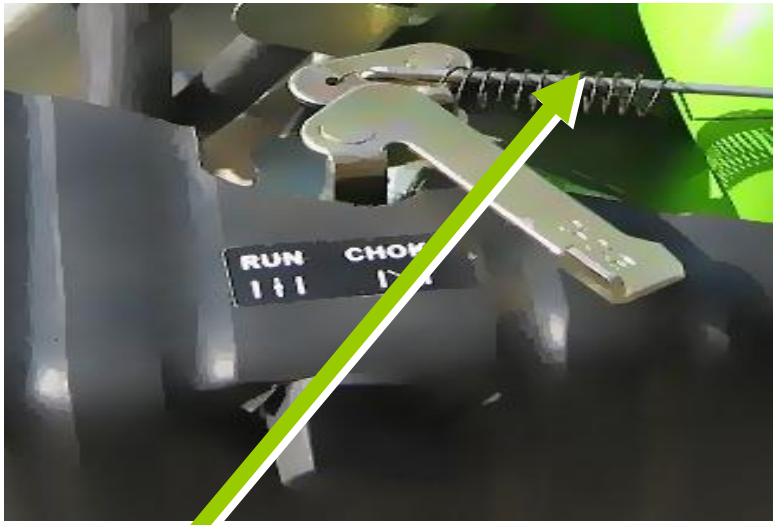


Close

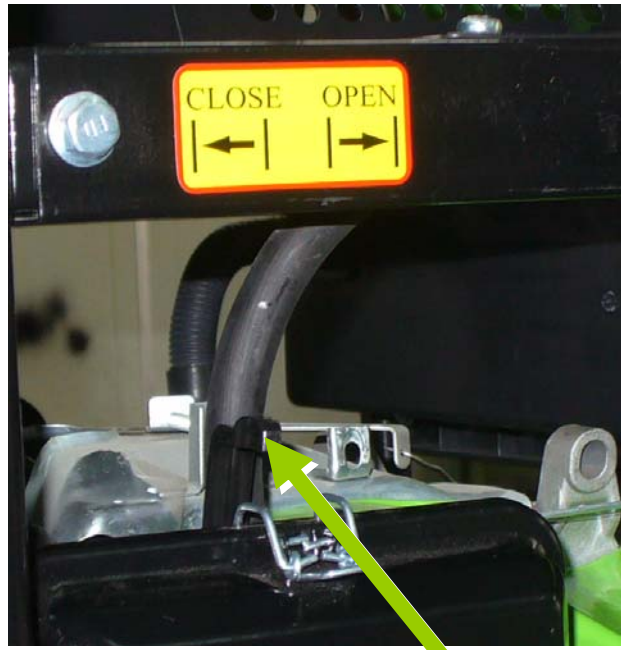
Troubleshooting: fail to start-trouble in gas supply system

Trouble reason: choke valve grip is at run (open) position

Solution: turn the choke valve grip at close (choke) position



Choke grip



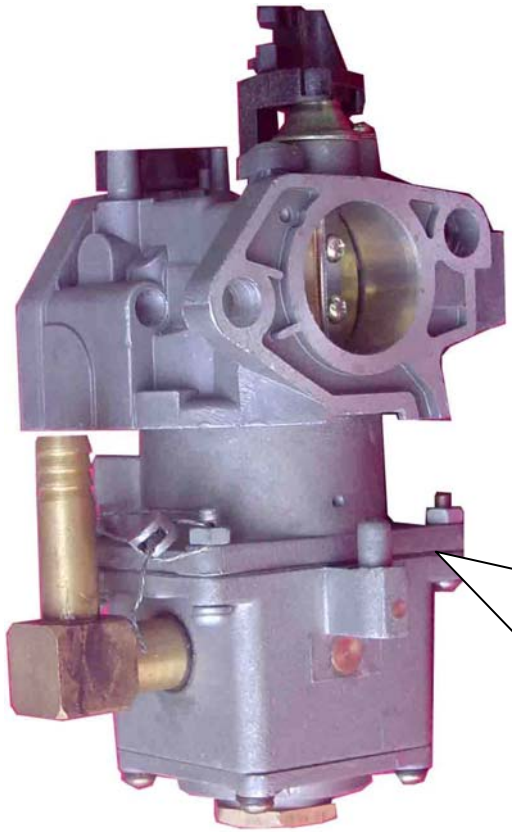
Choke grip

Troubleshooting: fail to start-trouble in gas supply system

Trouble reason: air-fuel mixer diaphragm is damaged

Solution: open the air-fuel mixer as below, and check if the up diaphragm is in good condition, if it is broken, please make change in time.

Troubleshooting: fail to start-trouble in gas supply system



Air-fuel mixer

Up diaphragm

Troubleshooting: fail to start-trouble in gas supply system

Trouble reason: gas supply source pressure too high or too low.

Solution: adjust gas pressure according to owner’s manual.

Troubleshooting: fail to start-trouble in gas supply system

Trouble reason: air filter is clogged

Solution: clean the air filter according to owner's manual.

Troubleshooting: fail to start-trouble in ignition system

Take Spark Plug Cap out, disassemble Spark Plug with Spark Plug Sleeve, wear Spark Plug Cap on Spark Plug, put them on Head Cover, pull Starter Grip (or start by key starter) repeatedly, observe if electric spark is normal.

Troubleshooting: fail to start-trouble in ignition system

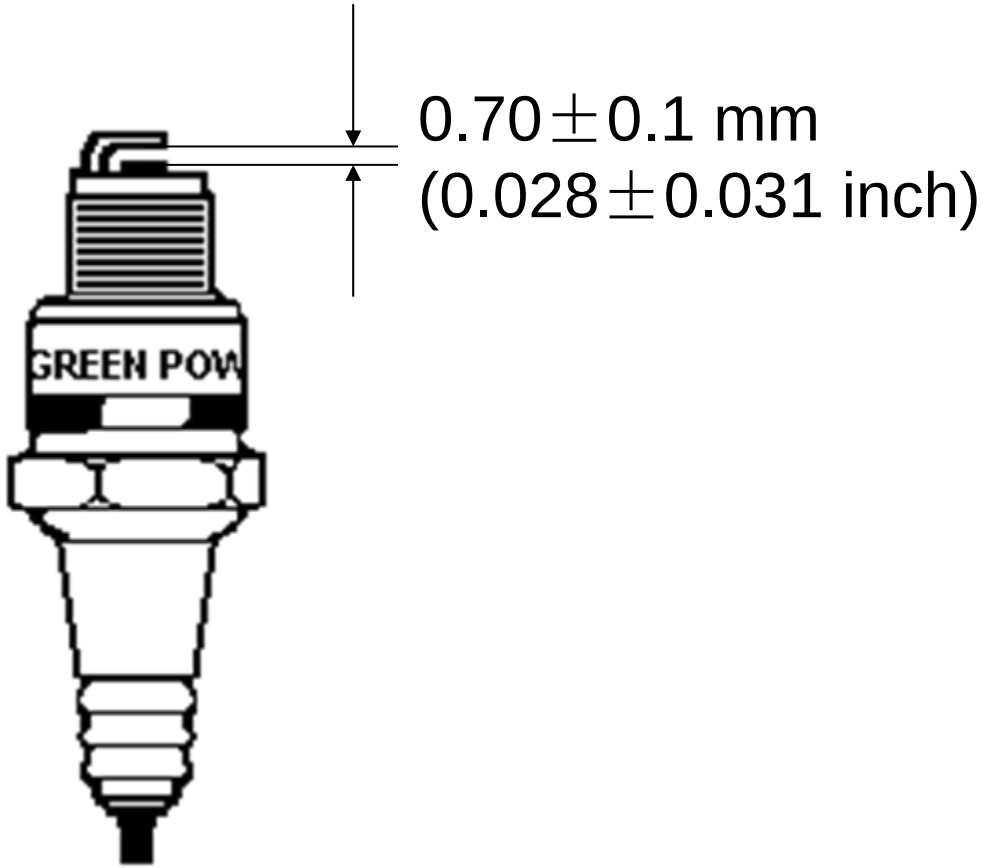
Troubleshooting: fail to start-trouble in ignition system

Weak spark

Cause: spark plug gap is not correct

Solution: use clearance gauge to adjust the spark plug at 0.7±0.1 mm

Troubleshooting: fail to start-trouble in ignition system



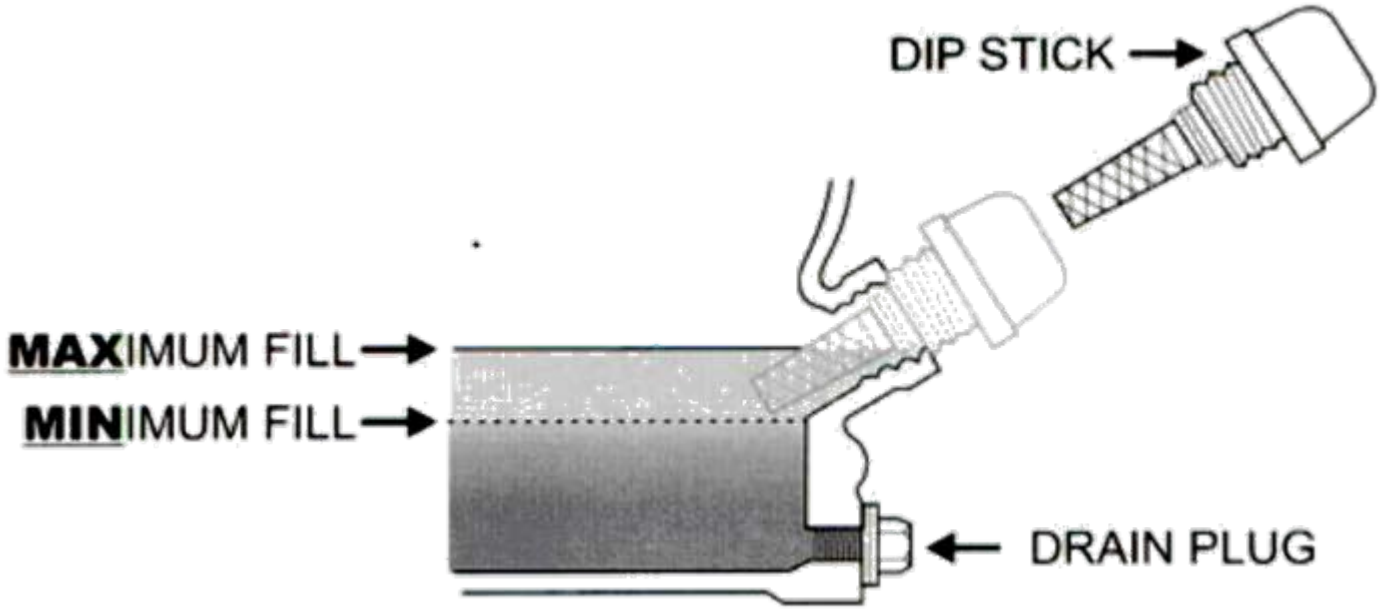
Troubleshooting: fail to start-trouble in ignition system

No spark plug

Trouble reason: low engine oil level

Solution: fill in engine oil to proper level, place generator set on a flat and level surface.

Troubleshooting: fail to start-trouble in ignition system



Troubleshooting: fail to start-trouble in ignition system

No spark

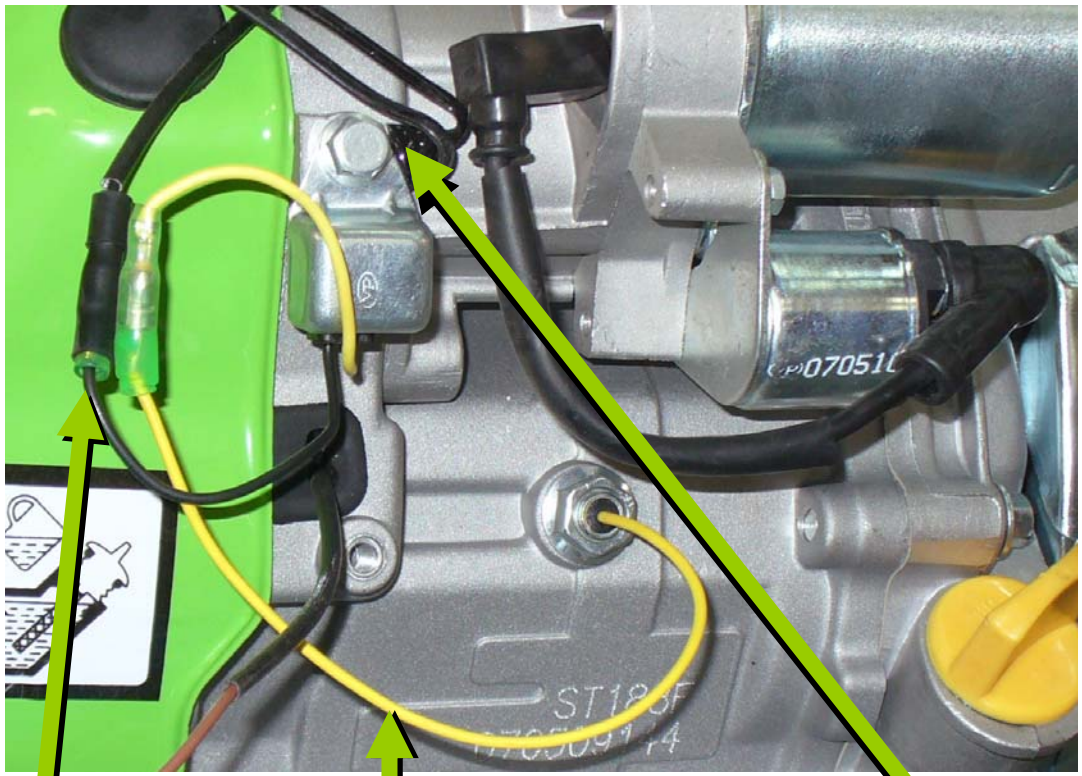
Trouble reason: oil level switch assembly is damaged

Solution: if engine oil level is normal, but engine does not work, take off yellow or black plug

Troubleshooting: fail to start-trouble in ignition system

Oil level switch assembly

Troubleshooting: fail to start-trouble in ignition system



Black plug

Yellow plug

Oil level protector

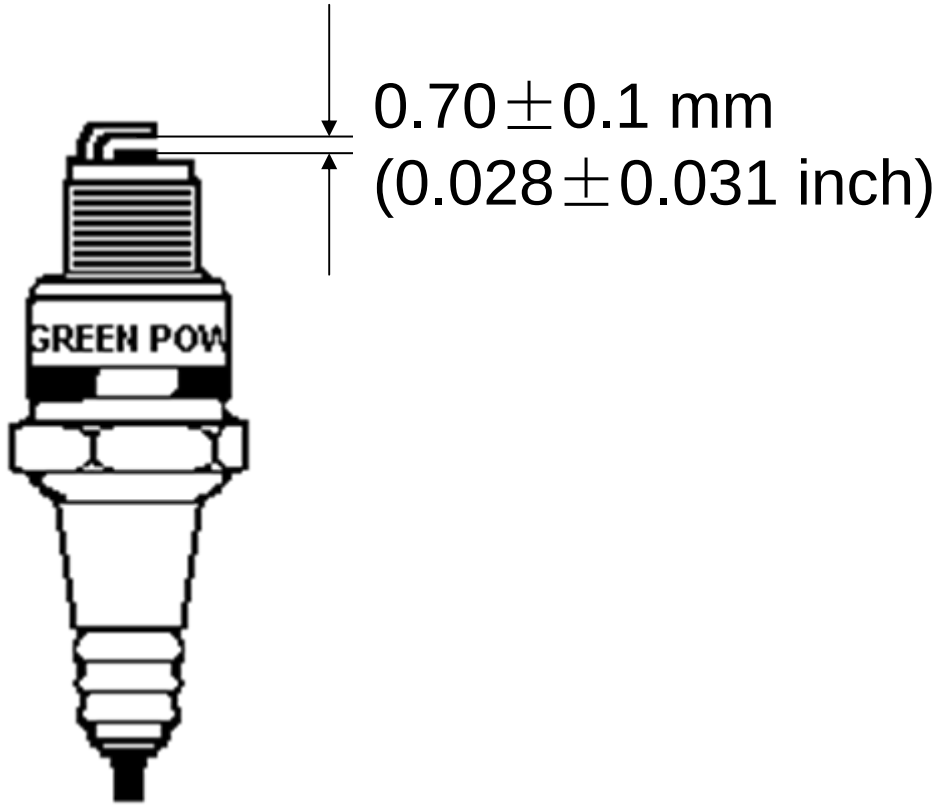
Troubleshooting: fail to start-trouble in ignition system

No spark

Trouble reason: the spark plug gap is too large.

Solution: adjust the spark plug gap at 0.7±0.1 mm with Clearance Gauge.

Troubleshooting: fail to start-trouble in ignition system



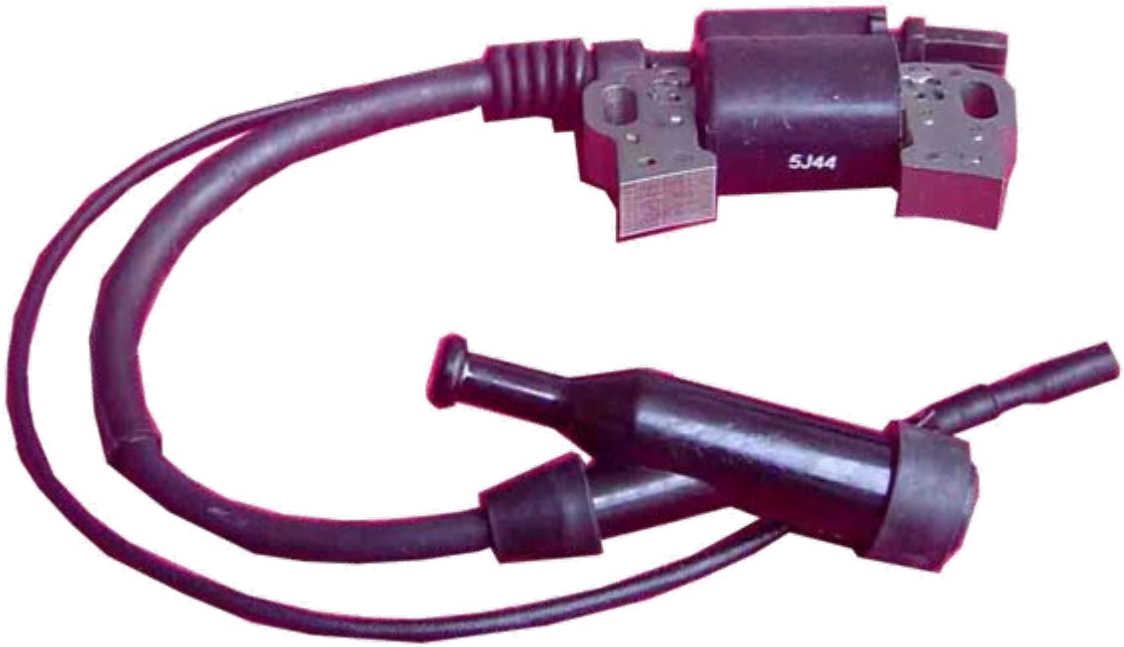
Troubleshooting: fail to start-trouble in ignition system

No spark

Trouble reason: TCI (transistorized coil ignition system) is short-circuited or damaged

Solution: replace a new TCI

Troubleshooting: fail to start-trouble in ignition system



Troubleshooting: fail to start-trouble in loading

Trouble reason: the generator is connected with electric appliances, the electric appliances are on load.

Solution: shut off the on loaded electric appliances and turn off the circuit breaker

Troubleshooting: no engine oil, but engine can start

Trouble reason: oil level switch assembly is damaged

Solution: if there is no engine oil or very little amount of oil in crankcase, but the engine can start. The engine oil level switch assembly is damaged, user should stop the engine immediately, and replace a new one.

Troubleshooting: generator start, but run roughly

Trouble reason: choke valve grip at wrong position

Solution: adjust choke valve grip at correct position

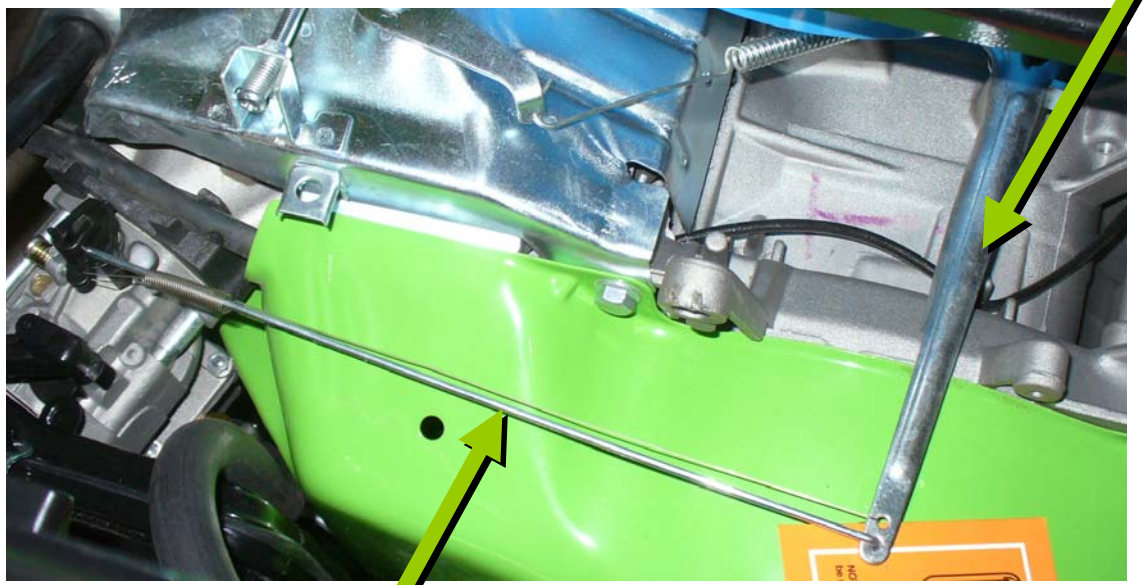
Troubleshooting: generator start, but run roughly

Trouble reason: mechanical governor system is not working smoothly or defective

Solution: move the governor arm back and forth again and again, if the spring damaged, replace a new one immediately

Troubleshooting: generator start, but run roughly

Governor arm



Mechanical governor system

Troubleshooting: power output drop down

Trouble reason: overloading

Solution: check loading and adjusting according to “power management”

Troubleshooting: power output drop down

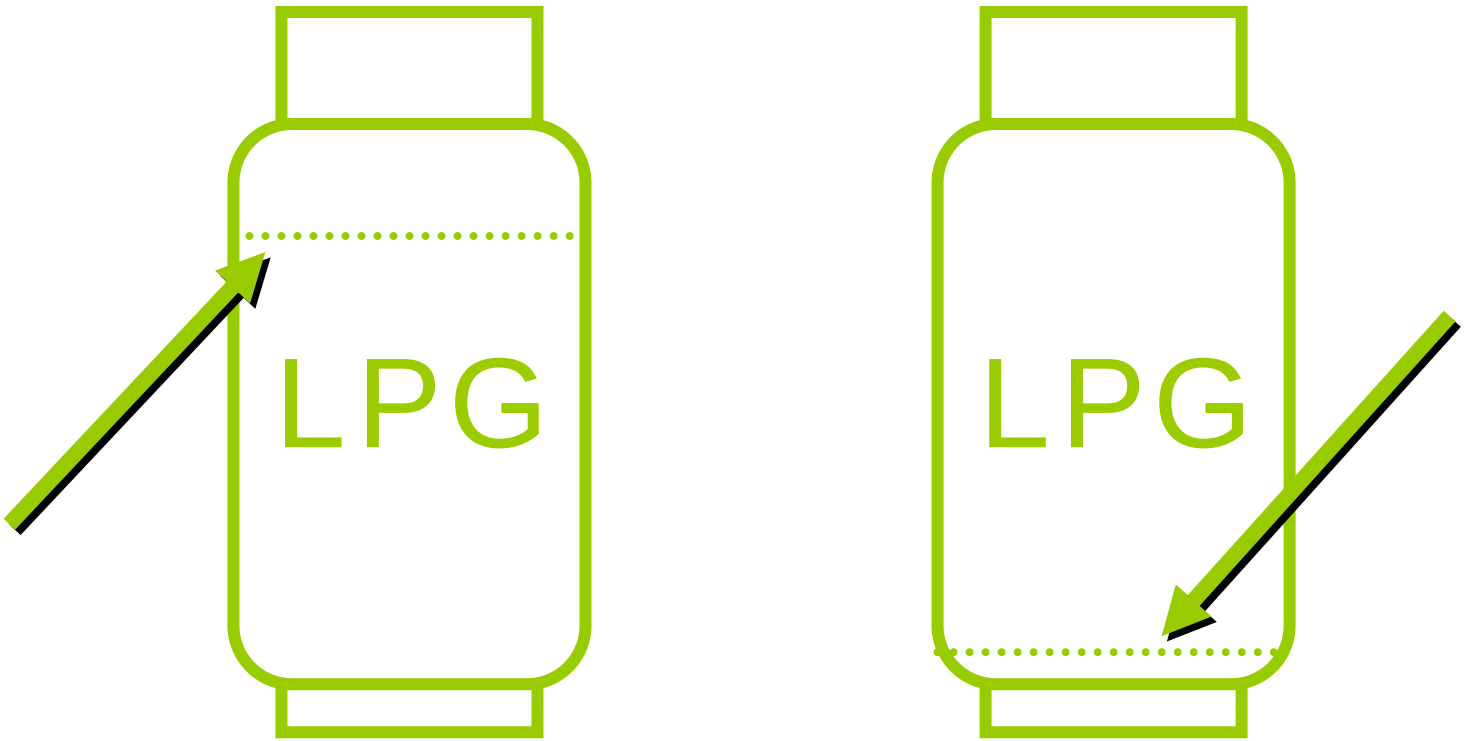
Trouble reason: gas supply source pressure is too high or too low

Solution: adjust gas supply source according to owner’s manual

Troubleshooting: power output drop down

Trouble reason: for LPG generator set, the LPG tank fuel is at low level

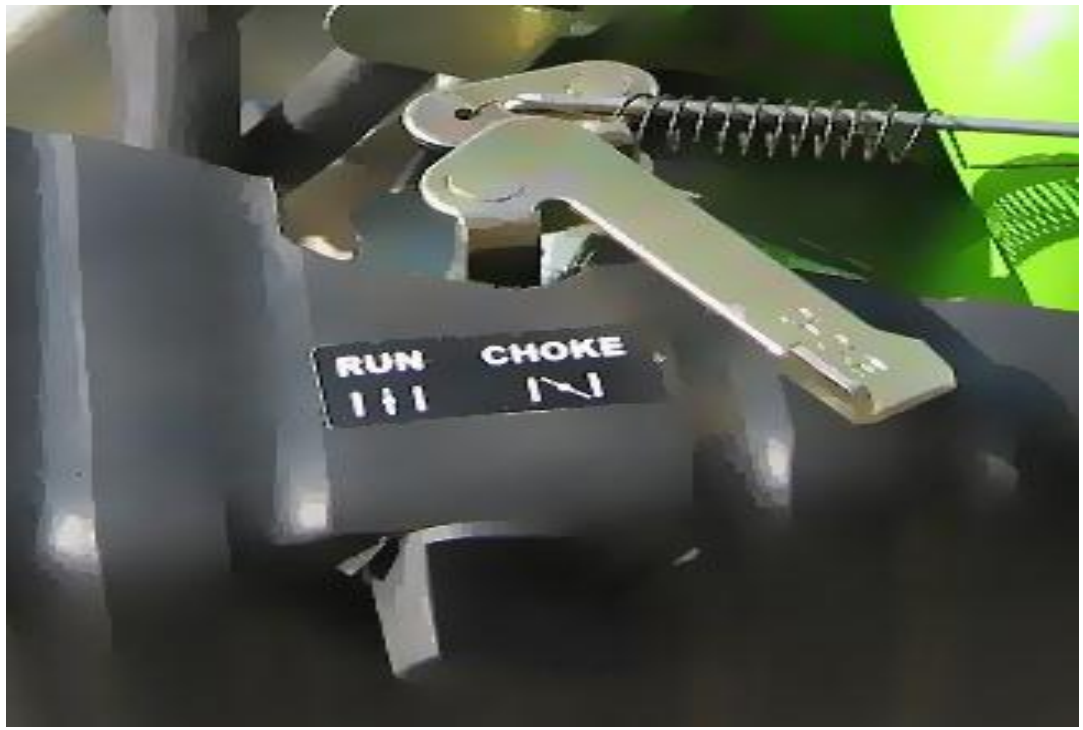
Solution: check the LPG cylinder and replace a new one or refill.



Troubleshooting: power output drop down

Trouble reason: choke valve closed or partly closed

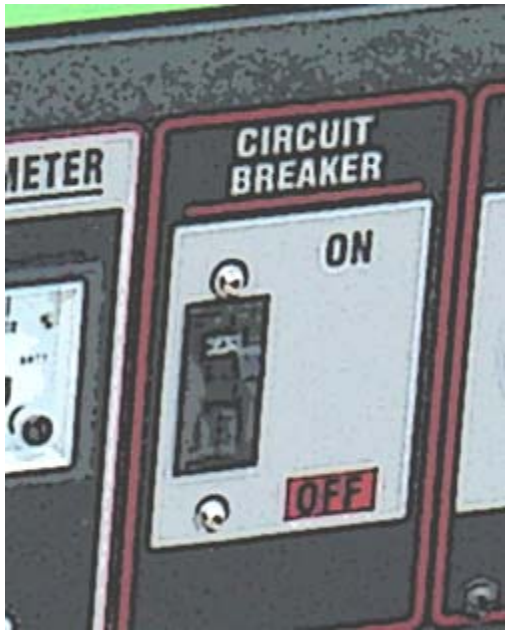
Solution: open the choke valve completely



Troubleshooting: no AC output

Trouble reason: AC circuit breaker is off

Solution: turn on AC circuit breaker



Troubleshooting: no AC output

Trouble reason: AC socket or cable is not properly connected

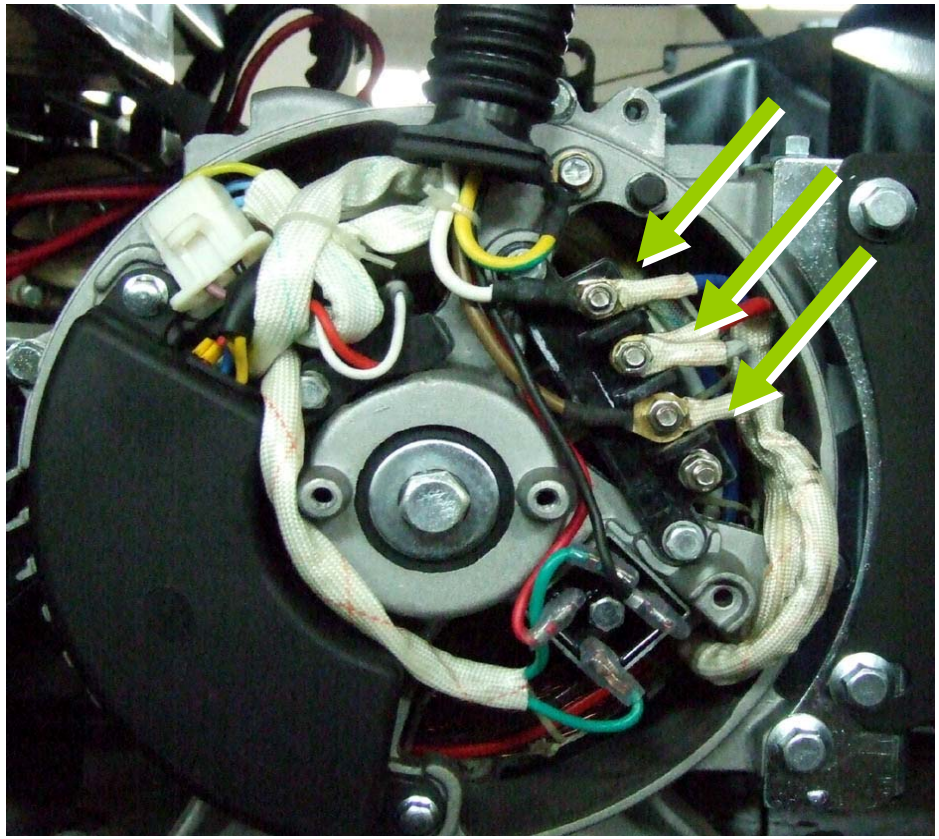
Solution: check all the connections

Troubleshooting: no AC output

Trouble reason: wring is loose

Solution: tighten all wiring connection

Troubleshooting: no AC output



Troubleshooting: no AC output

Trouble reason: socket or plug is damaged

Solution: change a new one immediately

Troubleshooting: no AC output

Trouble reason: connected device is defective

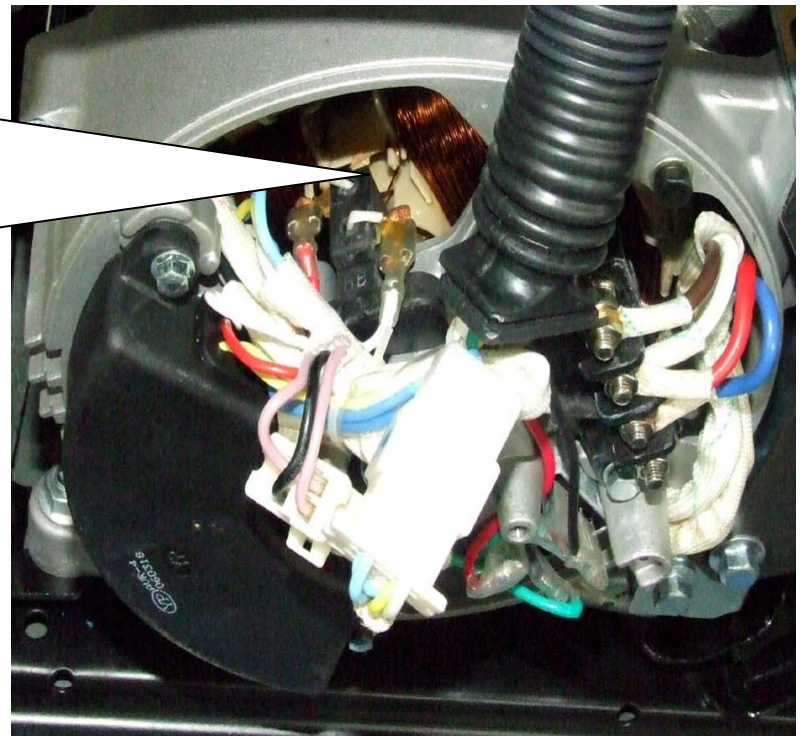
Solution: check with multi meter, change a new one immediately

Troubleshooting: no AC output

Trouble reason: the brush assembly is damaged

Solution: change a new one immediately

Troubleshooting: no AC output

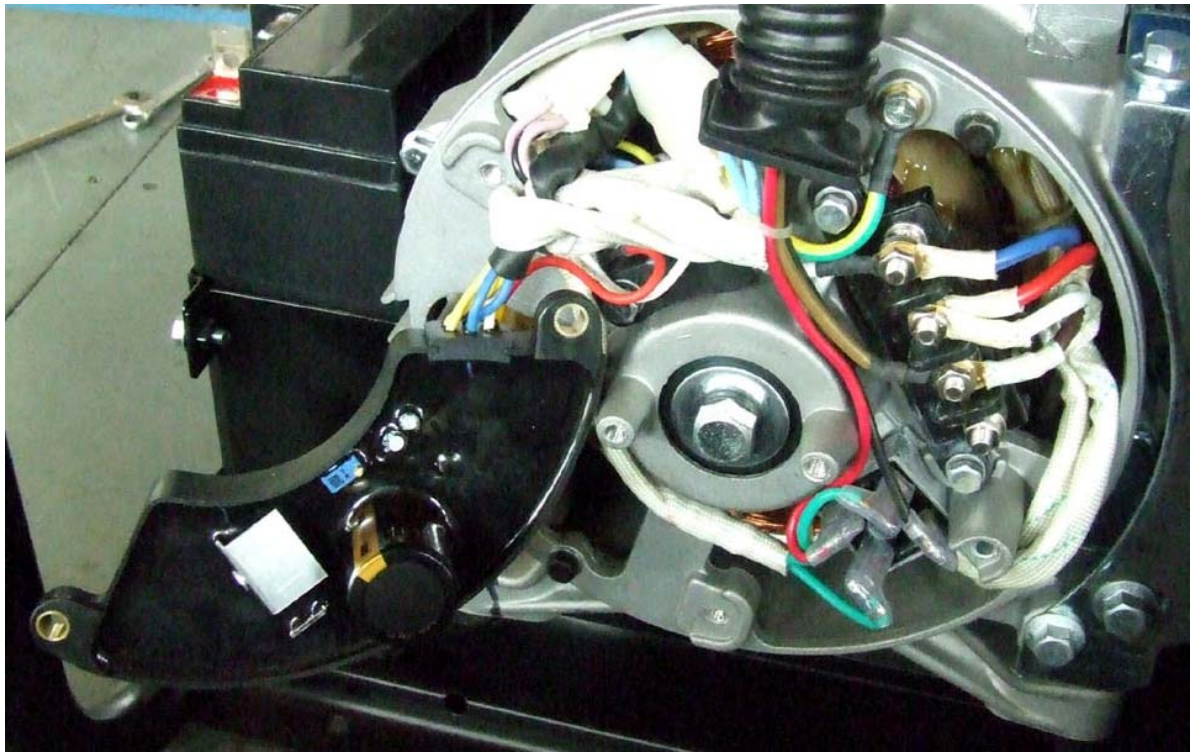


Troubleshooting: no AC output

Trouble reason: the AVR is damaged

Solution: change a new one immediately

Troubleshooting: no AC output



Troubleshooting: the circuit breaker tripping again and again

Trouble reason: overloading

Solution: check loading and adjust according to “power management”

Troubleshooting: the circuit breaker tripping again and again

Trouble reason: faulty cords or device

Solution: check to find out damaged, bare of worn wires.
Replace defective device immediately